



General Release Bulletin

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Optivity Telephony Manager (OTM) Release 1.1, Build 1.10.50

This document provides an overview of enhancements specific to Optivity Telephony Manager, Release 1.1, and advisements specific to the general release software build 1.10.50.

Issue 01 of this document was released under controlled release conditions. Issue 02 supercedes that document for all OTM 1.1 customers.

Please read all of the information in this document prior to loading the software.

Any changes to this document between the print date and date of the next full update of this document will be posted on the new Electronic Software Download site at www.nortelnetworks.com, under Customer Support, then Software Distribution. This site is available to Nortel Networks employees and authorized Meridian 1 distributors.

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ADVISEMENTS

INSTALLATION

Overview

During installation, OTM checks the installation of MDAC 2.5. If MDAC installation is required, the OTM installation process will take a few extra moments to load MDAC 2.5. Do not be alarmed. This is normal and does not indicate problems with your PC.

Anytime you install new OTM software, it is important to shut down all running applications.

For network installations, all OTM client sessions must be closed. This includes both Windows and web clients. Read this document in its entirety prior to installation. Please refer to the OTM Installation and Engineering User Guide for complete details on installing OTM.

IMPORTANT: OTM must not be installed into the root (such as C:\) folder. During OTM installation, you have to install into a folder, e.g. C:\Nortel, D:\OTM. You must NOT install at root of the drive. Example: C:\, D:\. If you do so, OTM uninstall will try to delete the OTM root and its contents, which equates to everything on the drive.

The following step applies to all installations of OTM:

- Follow install wizard through the installation process of OTM and Rate Table (when applicable) installation. When prompted, select the appropriate help files that you want to install. You should only select the Web Help files if you are installing the Web Server functionality.
- At the completion of OTM installation, the user will be prompted to reboot the PC. Ensure this is accomplished before proceeding to use OTM.

If installing on a new PC, install NT sever/Workstation, then install Service Pack 5. Install IIS4.0, then re-install Service Pack 5. Once this is done, you can proceed to install OTM.

OTM requires a C Drive to exist. Although the OTM software can be installed on any drive, there are some dependencies on the C Drive. In particular, directory C:\dbcnv is always created during installation--it is removed at the end of installation.

OTM software should never be installed in the ROOT directory of a drive. If OTM is installed in the root directory of a drive, there is the potential during Un-installation that the whole drive would be erased!

With OTM 1.1, all OTM Server platforms require Internet Explorer 5.0.

OTM 1.1 uses Java Runtime 1.2.2_006. Note that multiple Java Runtimes can co-exist on the same PC.

During Windows 95 installation you may be required to reboot up to 3 times.

Procedures for Upgrading ITG

The following procedures must be followed for ITG to be upgraded successfully. It is not necessary to run through this procedure for the ITG upgrade if you are simply installing Superpatches to an existing Build 50 installation. This is only required if you are re-installing or upgrading to build 50. If you do not follow these procedures, your ITG data will not be upgraded.

1. Find the current ITG database. It is (typically) located in the following directory:

<OTM installation drive>:\Nortel\Common Data\ITGIPPhone Data\

It is named ITGIPPhone.mdb

2. Copy the current database to a file with a different name. For example, make a copy of ITGIPPhone.mdb, and rename the copy "ITGIPPhone.bak".

3. Perform the upgrade of OTM.
4. Find the database, again. Assuming the installation of the new version of OTM was to the same directory, the database will be in the same location.
5. Copy over the current database, with the backed up version. A file with the name "ITGIPPhone.mdb" will exist after the installation of the new version of OTM. This file is an empty database and should be overwritten with the backed up version of the database you created in step 2.

SUPPORTED SYSTEMS

OTM 1.1 supports the following systems:

- Succession Communication Server for Enterprise 1000, Release 1
- Options 11C, 51C, 61C, 81 and 81C systems running X11 Releases 19-25.30
- Option 11C Compact systems running X27 Releases 1-2
- Option 11C Mini systems running X11 Releases 24.24-25.30
- Meridian ITG Trunk 1.0 (IP Telephony M1 IP Trunks)
- Meridian ITG Line 1.0 (IP M1 Telecommuter)
- Meridian ITG Trunk 2.x (IP ISDN IP Trunks)
- Meridian ITG Line 2.x (IP Phones)
- MDECT (DMC8 card, and DMC4 with updated loadware)

SUPPORTED OPERATING SYSTEMS

OTM Server:

OTM 1.1 supports running OTM as a Server installation on Windows NT Server 4.0, Windows NT 4.0 Workstation, Windows 2000 Server, and Windows 2000 Professional. Standalone (i.e. no windows clients) installations are also supported on Windows 95 and 98, Windows NT Workstation 4.0, and Windows 2000 Professional.

Windows 95 and 98 does not support Web Clients or the OTM DECT application.

Other server software required:

- Service Pack 5 for Windows NT installations (Service Pack 6/6a is not recommended)
- Windows NT Option Pack 4 (for installation of IIS)
- Windows 2000 (server or professional) Service Pack 1 is required
- Internet Explorer 5.5

Software that may be required depending on how OTM is to be used:

- TCP/IP Protocol
- Remote Access Service (OTM prompts you to install RAS during OTM installation if RAS is not already installed)

- Network Card Drivers

OTM Windows Client:

OTM 1.1 supports running OTM as a Windows Client installation on Windows NT Workstation 4.0, Windows NT Server 4.0, Windows 95, 98, and 2000 Server or Professional.

Other software required:

- Service Pack 5 for Windows NT installations (Service Pack 6/6a is not recommended)
- Windows 2000 (server or professional) Service Pack 1 is required

Software that may be required depending on how OTM is to be used:

- TCP/IP Protocol
- Remote Access Service
- Network Card Drivers
- Dial up Networking for Win 95/98

OTM Web Browser Client:

The OTM Web Client can be launched from a browser on any OS supporting the Java™ 1.2.2_006 runtime environment. Windows 95/98, UNIX, and Macintosh platforms included.

Other software required:

- Internet Explorer 5.5 or Netscape Communicator 4.77, or Netscape Navigator 4.08

Java 1.2.2_006 Runtime Environment plugin is available as part of the OTM 1.1 installation.

Novell Netware Support

OTM 1.1 introduces support for Novell Netware release 5.x on the OTM platform, with the following two Novell Netware client versions on an OTM installation (OTM 1.1):

- Novell Netware Client 3.3 (supports Windows 95/98).
- Novell Netware Client 4.8 (supports Windows NT/2000).

The OTM server is NOT supported on a Novell server. TCP/IP communication is supported (IPX/SPX is not).

Primary Domain Controller

OTM 1.1 does not support using the OTM 1.1 server as a primary domain controller.

WINDOWS CLIENT PERFORMANCE

A variety of aspects will affect the speed/performance of activities performed on an OTM windows client. Some of these include:

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- the amount of RAM on the OTM client PC
- the OS platform used on the OTM client PC
- the number of TNs being managed through the Station Administration application
- other applications that may be running on the PC (including those that run in the background, such as anti-virus software)
- the amount of traffic on the LAN
- the NIC card on the client PC
- deployment in the network architecture (topology and placement of the client PC with respect to the server).

GENERIC X11 RELEASE 25.40

Support for new features included on 25.40 is not provided on the OTM release 1.1 product. Support will be provided on the OTM 1.2 product.

CO-RESIDENCE RECOMMENDATION

Do not install the OTM server (i.e. OTM installation with no windows clients installed) co-resident with other applications. This includes both Nortel applications and non-Nortel applications.

OTM client or standalone (OTM installation with no windows clients) installations can co-reside with other Nortel software.

Supported co-resident applications include

- CallPilot 1.07
- Symposium 4.0
- Remote Office 1.3
- MDECT Manager for Windows
- Optivity Network Management System (NMS) 9.2

Web client co-residence is supported with other web clients using the same version of JAVA runtime environment (version 1.2.2_006)

When installing OTM please ensure that the "Report Generator" application is not running as it will cause installation errors.

ACCESS AND ALARM MANAGEMENT SUPPORT

The following table shows the supported functionality related to access and alarm management in OTM as it relates to other Nortel products.

	SNMP traps (Alarm Browser)	SNMP Traps (Alarm Notification)	Text alarms (DBA)	Forward to NMS (Alarm Browser & Alarm Notification)	Help (Alarm Browser & Alarm Notification)	Serial access via OTM	Telnet Access via OTM	GUI access via OTM	Web Access via OTM
M1	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
ITG	Supported	Supported	N/A	Some Problems *Note 1	Supported *Note 2	Supported	Supported	Supported	N/A
CP 1.07	Supported	Supported	N/A	Some Problems *Note 1	Supported *Note 2	N/A	N/A	Some Problems	N/A
Mmail 13 (PMA)	Supported	Supported	Supported	Some Problems *Note 1	Supported *Note 2	Supported	N/A	N/A	Supported
Mmail 12	N/A	N/A	Supported	Some Problems *Note 1	Supported	N/A	N/A	N/A	N/A
SCCS	NOT Supported	N/A	N/A	NOT Supported	NOT Supported	N/A	N/A	NOT Supported	N/A
OTM DECT Manager (part of OTM 1.1)	Supported	Supported	N/A	Supported	NOT Supported	Supported	Supported	Supported	Supported
MDECT Mgr for Windows	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Supported	N/A
MIRAN 2	N/A	N/A	N/A	N/A	N/A	N/A	Supported	N/A	Supported
9150 R.Office	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Some Problems	N/A
MICB 2	N/A	N/A	N/A	N/A	N/A	N/A	Supported	N/A	Supported

Notes:

*1: Forwarding alarms requires writing scripting support/translation.

*2: Help is available in Alarm Browser only.

DOCUMENTATION

OTM ships with customer documentation included in soft copy (PDF) on a separate documentation only CD-ROM. OTM documentation released with the OTM 1.1 release also includes OTM 1.2 specific information.

In order to view the documentation on your PC, you need to have Acrobat Reader 3.01 or later installed. If you do not have this, you will need to download a copy of Adobe® Acrobat™.

OTM 1.1 documentation is not automatically loaded onto the PC as part of the software installation process. Use the Setup program on the Documentation CD to copy the OTM 1.1 Documentation to the hard drive of your PC.

LOCALIZATION

OTM 1.1 is available in English only. The current localized version of OTM is OTM 1.01. Another release of OTM will be localized in the near future.

PATCH UTILITY TOOL

This tool will be used as the primary vehicle for installing any PEPs (patches) that are required.

This tool provides the following functionality:

- Download enhancements and/or bug fixes
- Track all detailed patch information such as patch version number, date of creation, date of installation, Administration user who installs the enhancement/bug fix and a description of the patch
- Maintain backup folders for each patch
- Uninstall patches
- When using the Patch Utility Tool it is necessary to re-boot the PC after installing each patch. Please ensure that you re-boot the machine to ensure that the patch installation is concluded correctly.

OTM 1.1 ships with some pre-installed PEPs which are listed within this tool.

WEB ACCESS

Web Access sites have changed from OTM 1.0x to OTM 1.1. OTM 1.1 sites are:

For desktop users, use the URL: <http://<otm pc>>

For Administrator users, use the URL: <http://<otm pc>/admin>

SUCCESSION COMMUNICATION SERVER FOR ENTERPRISE 1000, RELEASE 1

The Succession Communication Server for Enterprise (CSE) 1000, Release 1 management interface is the same as that for Meridian 1. When setting up a Succession CSE 1000, release 1 system, select the system type "Meridian 1". When setting Machine Type, select Option 11C, and select release 25, issue 30.

Note that Call Servers in OTM should be treated as Main Cabinets, and Media Gateways as Expansion Cabinets.

The ability to configure something within OTM should not be misconstrued as support on Succession CSE Release 1. Supported features and hardware on Succession CSE Release 1 are fully documented in the Succession documentation and take precedence over that in the OTM documentation.

SUPPORT OF OTM WINDOWS CLIENTS

With OTM 1.0x, one OTM Windows client was incorrectly being provided on the keycode. OTM 1.1 rectifies this situation and only provides the number of clients as ordered by the customer. Clients are NOT supported on distributor dongle licenses.

OTM 1.0x customers will see a reduction of 1 in the number of clients in the GA release of their keycode.

RENAMING OF OTM FEATURES

Some of the OTM 1.0x features have been renamed in OTM 1.1. Web based Desktop User Access is now End User Access. Web based Global Change is now called Directory Update.

UPGRADES FROM OTM 1.0x to OTM 1.1 FOR SURVIVABLE IP EXPANSION SYSTEMS

With OTM 1.0x, Survivable Cabinets were configured as separate systems from the Main Cabinet. On an upgrade to OTM 1.1, these survivable cabinet “systems” should be deleted, and a link should be established between the Main and Survivable cabinets within the common services using the expanded functionality in OTM 1.1.

RESOLVED PROBLEMS ON OTM 1.10.50

The following table lists PRS's resolved on OTM 1.1. Only problems initially reported through GCCS groups, or those reported by OTM 1.1 Beta sites are documented. Beta site reported problems are shown with a (B) following the PRS number. There are some PRSs that are installed as part of the Build 50 installation, but that are listed in the patch utility. These PRSs are identified in this list with a (P) behind them.

PRS number	Area Found	Description
MP06782	Common Services	MAT 6.53 – Login not possible after logout with “keep MAT running”
MP06936	Station Administration	Global Update for ACD set not possible
MP09160	Station Administration	MAT gives the error message “Error: AST: (SCH3127) Invalid AST key type.” Only MCR, MCN, SCR and SCN key are supported.
MP09957	Traffic Analysis	Traffic report only supports one RAN route
MP10108	List Manager	List Manager-loads overlay for each list change
MP10154	Station Administration	Can't change DCS sets with MAT on Opt11c
MP10258	Station Administration	Customer is unable to make changes in MAT feature “DES” using import file method.
MP10330	Station Administration/CPND	Customer must Reconcile and Synchronize/Retrieve All in Station Admin and Retrieve All in CPND (where there is no function to get rid of old DN's that no longer exist in the PBX)
MP10577	Station Administration	5 Digit Designation Strips – The keys print properly but the CENTER desi doesn't.
MP11055	Station Administration	MAT not recognizing one card type correctly
MP11112	ITG	Cannot enter a Card TN of 164 0 8
MP11542 (P)	Common Services	On launching Station Administration, CPND and then List Manager applications of a certain system, and leaving these application windows opened and then try to close System Window, we see a GPF occurred (always).
MP11578	Station Administration	Not able to import CLID using Conversion Utility
MP11892	Station Administration	When trying to make any changes to a DCS set OTM gives an error message (SCH0341) and doesn't perform the changes.
MP12025	Station Administration	Forms interface not reset properly
MP12380	Directory Editor	Cannot edit the Corporate Directory file before it is uploaded to the PBX.
MP12536	Station Administration	Changes cannot be made to DCS –sets in a unit position higher than 15. DCS –sets can be closed only by choosing cancel.
MP12537	Station Administration	OTM responds incorrectly to the ANIE prompt
MP12570	Station Administration	Feature MMA is missing in MAT for option-11-C
MP12613	Station Administration	Cannot successfully Transmit 2008 or 2116 sets from MAT

MP12639	Station Administration	Incorrect settings cause BERR705 on PBX using ringing number pickup (RNP).
MP12703	Station Administration	Invalid Instrument/Circuit pack" for NTRD24aa.
MP12786	Station Administration	Station Admin Terminates Prematurely
MP12788	Station Admin/CPND	Station Admin and CPND not communicating
MP12826	Corporate Directory	Corporate Directory Will not Update after the first time
MP12856	Station Administration	MAT: Unable to configure AST or IAPG on M3904V
MP12877	ITG	OTM will not FTP into the ITG card in order to program it.
MP12948	ITG	Can't have different MAT system with same ITG node ID
MP13085 (P)	Naming	Renaming of OTM 1.1 from Optivity Telephony Manager for Meridian 1, to Optivity Telephony Manager
MP13236 (P)	Web Station	If user does some changes in General page and presses submit button, the changes are accepted and a confirmation is shown. In Keys page and Feature page, before showing message about acceptance of changes, user is shown summary of all the change he/she has done, for example: Mnemonic, oldvalue and newvalue.
MP13241 (P)	Station Administration	Can't change CFTA to CFTD with the form interface in MAT 6.67.07.
MP13392 (P)	Online Help	Help not available for phantom TN
MP13506 (P)	Online Help	Incorrect help displayed for I2004 in PE units
MP13533 (P)	DECT	Information about PARK is not included in subscriptions
MP13539	Station Administration	Synchronization does not work for a set with Key RCK
MP13563 (P)	Online Help	No help for Virtual line card.
MP13564 (P)	Windows Help	No help for hostname
MP13630	Station Administration	i2004 defaults will not validate in Station Admin
MP13760 (B)	Installation	Alarm Notification setting lost on upgrade
MP13765 (P)	25.40 Concurrency	Required for X11 Release 25.40 Beta trial sites with M3900 functionality.
MP13840 (B)	Station Administration	Syncs are slow and sometimes do not run at all
MP13845 (B)	Station Administration	Some applications incorrectly indicate Version 1.01
MP13887 (B) (P)	Alarms	MDRSNMPSRV does not start automatically, so it will not send traps. Under Event Log Viewer, Tools, SNMP Trap Settings, there is an option to enable

		sending OTM traps. If this option is checked, MDRSNMPSRV will not start automatically, so it will not send traps. If this option is not checked, it will start, but since it is not enabled, it will not send the traps.
MP13897 (B)	Common Services	PDT password set to 0000000000000000
MP13901 (P)	DECT	No copyright year number shown on About DECT dialog
MP13943 (P)	ESN	ESN setup wizard sync error during retrieval of data
MP13951 (B) (P)	Web Station	When two web client users "schedule" a station sync at approximately the same time, both web clients fail to respond.
MP13961 (P)	Station Administration	When CLS RTDA is changed to RTDD, the system does not delete AFD, AHT, AEFD and AEHT entries in forms interface.
MP13962 (P)	CPND	CPND name dialog first and last name are editable even when link to directory is checked.
MP14027 (P)	ITG	If a user opens Card Properties in ITG Telecommuter a program error appears and the ITG Telecommuter window is closed down.
MP14028 (P)	ITG	If a user attempts to add a new node in ITG Telecommuter and mistakenly uses a Node Number which already exists, a program error is generated and the Telecommuter window is closed.
MP14032 (P)	Station Administration	OTM is sending wrong number for LNRS (LNRS 32 instead of LNRS 31).
MP14048 (P)	Common Services	An executable (clf.exe) is occupying 99% of the CPU time on NT Workstation standalone, Win'98, and NT Server.
MP14114 (P)	Web Station	User cannot modify the Station Location from Web
MP14115 (P)	ITG	Self-test on DSP generates a GPF in ITG Telecommuter.
MP14141 (P)	Station Administration	If the wrong TN number is input on a set, when user double-clicks again to choose the TN, an error appears: " An error has occurred in your application...." Clicking Ignore results in: "STATION caused a GPF in module MATDLG.DLL at 0011:17E1...." and the closing of Station Administration.
MP14155 (P)	Web Common Services	When there are more than 2 Directory Entries selected on Directory Update, if user wants to change all (User Group, Published, Report Access Group) to a new value, changes are not all done correctly.
MP14157 (P)	Web Common Services	On NT Server, when 2 Web browsers try Find find/change the Directory Entries at the same time, the MDRRTCToIMc.exe will use 99% of CPU.
MP14162 (P)	Web Station	When trying to login to an EndUser page with a valid account an ASP error appears. Message: " error '80010105', The server threw an exception. /Eng/validate.asp, line 51"
MP14183 (P)	Backup/Restore	Restoring from a disaster recovery backup file fails on Win2000 server platform.
MP14184 (P)	ESN	ESN application crashes during retrieval
MP14185 (P)	List Manager	Group hunt lists are not retrieved

MP14263 (P)	Station Administration	AWC feature not functioning properly
MP14264 (P)	Web Station	AUTH feature validation problem
MP14267 (P)	Inventory	Closing Inventory gives a General Protection Fault
MP14270 (P)	Web Station	While trying to change or add prime DN features like SCR, PVR ACD etc the user is getting error.
MP14273 (P)	Web Station	Key based module taking more than 2 modules
MP14282 (P)	Web Maintenance Pages	Unable to display channels for PRI2 loop in web maintenance pages. Use Windows Maintenance for administration of PRI2 loop channels.
MP14290 (P)	DECT	Unable to move a subscription within the same DMC card
MP14321 (P)	Web Station	Could not setup Hunt DN
MP14404 (P)	Web Station	Validation scripts show up on End User pages
MP14428 / JX0005 (P)	Directory Editor	When trying to add or delete attributes in MDR Employee Editor, it always reports "Create MDR object failed."
MP14430 / WP0039 (P)	Web Station	Web Station is designed such that user can modify a single key configuration and update it to database, before changing another key. The update is not allowed when any validation error is reported.
MP14483 (P)	Common Services	Create a new system cause OTM shutdown on Win95
MP14514 (P)	Web Common Services	Missing Virtual Terminal app on OTM Web Navigator
MP14562 (P)	LDAP	LDAP Sync window closed when adding admin account.
MP14563		THIS PATCH IS MISTAKENLY LISTED AS INCLUDED IN THE LIST
MP14567 (P)	Windows Help	No Help file for scheduling window on List Manager
MP14584 (P)		Wrong online help, version and copyright year on LDAP Sync
MP14635 (P)	Backup & Restore	THIS PATCH IS MISTAKENLY LISTED AS INCLUDED IN THE LIST
MP14714 (P)	Station Administration	When CFTA is Denied (CFTD) then EHT and EFD should be force targeted to blank/NULL, but they are not.
MP14821 (P)	Station Administration	Slow launch of Station Admin

KNOWN ISSUES ON OTM 1.10.50

PEPs OR SERVICE UPDATES FOR OTM 1.10.50

At the time of writing, no separately installed PEPs or Service Updates are required for OTM 1.10.50. Any PEPs or Service Updates generated following the publication of this document will be provided on the new Electronic Software Download site: the Partner Information Center at:

www.nortelnetworks.com

Customer Support Home

Software Distribution

Optivity Telephony Manager (OTM)

OTM_1.10 – Patches

Please ensure that you visit this site prior to loading your software for any PEPs or Service Updates that may be pertinent to your installation.

INSTALLATION/UPGRADE

When installing OTM Windows 2000 Professional client connected to OTM Windows 2000 Server, an error message occurred when the process reached 16 %: "Failed to run installation. The remote procedure call failed.". Click on OK to continue. When the installation reached 24%, another message occurred: "Failed to find client path". Click on OK button, and the installation process continues to completion.

Workaround: ignore the messages. The system still functions correctly.

Reference Number: MP13176.

TELECOM BILLING

Compact and Repair is not designed to be used on an application that is currently running. Compact and Repair will run without error, so long as Import/Export has been closed before Compact and Repair is run.

Workaround: Close the system window prior to running Compact & Repair.

Reference Number: MP14739

STATION ADMINISTRATION

Error message LMDBSVR appears when going in and out of menus in Station Administration, when communicating with the switch, or opening and closing menu items. Acknowledge the error to move past it. The error continues to re-occur.

There is no known workaround at this time.

Reference Number: MP12448

While OUTing or RPLing a set in Station Administration, a MATCOMM error may occur, followed by a GPF which causes the port to lock up, requiring a PC reboot.

There is no known workaround at this time.

Reference Number: MP13797

Can't change FTR features (CFW, FDN, EFD) on DCS sets using forms interface.

Workaround: Modify the forms interface using the custom defined form as in the following example for CFW:

To have the CFW feature in the Forms Interface through Custom Defined Form, the process is as follows.

1. Goto Edit Custom Form in Station Admin Wnd
2. Select the usual fields like First Name / Last Name / Customer Number / Location..etc
3. Select the Key 00, Key 01, Key 02, Key 03 also.
4. Now save this.
5. Open new DCS set by selecting the above said form.
6. Drop down the Key-2 or Key-3 to see the CFW feature.

Reference Number: MP14824

Rebuild Directory does not rebuild the Employee directory. When a user opens Station Admin, then IMPORTS database from a CSV file using the "Conversion Utility" (added sets have NAMES assigned), then opens Employee Editor, the new names from the CSV are not there.

Issuing the command "Run the FILE->REBUILD DIRECTORY" should cause the employee directory to be updated with the new names found in station admin database as per the documentation. Instead, all names within the station admin database are removed and Employee Editor is empty. Therefore, User is unable to perform large number of changes by importing from a CSV file.

There is no workaround at this time.

Reference Number: MP14625

Rebuild Directory – this procedure should rebuild the OTM Directory from the data within Station Admin database in case it has become corrupt. Instead, data is removed from the Station Admin Database and the directory database is not rebuilt.

Example: Rename the pmd003.mdb file emulating a missing file, or copy a different file in the directory and name it pmd003.mdb

3. Run the Rebuild Directory.
4. open the directory.

The file should be rebuilt and should open correctly. Instead, an error appears indicating the path is invalid. Directory is not rebuilt as it should be causing problems for customers attempting to rebuild the employee directory. User can import station data, but the Rebuild Directory functionality will not work.

Workaround: Do a full download from the PBX. NOTE: This option is not available to all users.

Reference Number: MP14738

Rebuild Directory: There seems to be a limit to the number of Multiple Appearance Prime DN sets allowed in the Station Admin database. With approximately 20 Multiple Appearance Prime sets, when requesting a "Rebuild Directory", a GPF occurs and the Rebuild Directory does not complete.

Workaround:

5. Create a new site and system.
2. Replace the PMD003.mdb file of the site and system, where rebuild has to be done, with the PMD003.mdb file of the newly created site system.
3. Build the OTM Directory Database using Rebuild Directory.

<system>.

Reference Number: MP14736

WEB

After working on web applications in OTM Web Administration, a user does not logout from the session, but just closes the browser. The next time the user selects the OTM-related URL from the history of the browser, the default page of OTM Web Administration page will be displayed without asking for the user to login again.

There is no known workaround at this time.

Reference Number: MP13360

If Web Virtual Terminal is opened with the window station administration application open, it may become unstable. Station admin window hangs up and has to be killed manually when some station admin operations are performed

Workaround: End Station Administration application from the Windows Task manager. Close Web virtual Terminal.

Reference Number: MP13113

Problems may be encountered when logging onto End User pages using LDAP authentication by email. Email authentication does not work, but user id does.

There is no known workaround at this time.

Reference Number: MP13588

WEB STATION

When selecting "find all" in the Find Telephones pages of Web Station, and the number of records exceeds 1000, then the Find Telephones result cannot display. "Page Cannot Be Found ... " results.

There is no known workaround at this time.

Reference Number: MP13668

Changing Location Field – In WebStation, when a user modifies location field of a telephone in General page, he/she should use "Refresh from Database" button present in Find Results pages to refresh the Find Results page. This is necessary as the location acts as a key in HTML links for Telephone pages present on Find Results page. These links are not updated automatically if user changes the location field for a telephone.

Reference Number: MP14114

MAINTENANCE WINDOWS

Some Maintenance Windows commands do not perform correctly:

- Any card configured in loop 31 will be listed under slot 0(31),
- I/O port test commands for DCH on MSDL ports do not work,
- Launching the PRI2 channels window may cause the switch to warm start,
- Some ITG cards may be missing under PE cards window,

- PRI/DTI/PRI2/DTI2 TNs for loop 31 will be listed as loop 30 under PE units,
- TNs in expansion cabinets may be missing under PE units.

Workaround: Use Overlays for these functions

Reference Number: MP13704, MP13706, MP13707

TERMINAL

If someone is already logged in to the switch from an M1 console, OTM may not be able to connect to the switch, such as during an Update System Data, or when a System Terminal connection cannot be established. It reports "Failed to receive OVL111 prompt from M1". This message means that there are no PTY ports available on the switch.

This problem is on the switch side. The problem is fixed on release X11 25.33b or later for Succession CSE 1000, release 1, and X11 25.36b and later for Meridian 1. A patch is available for X11 25.30 and X11 25.15 software releases. Please quote reference number MPLR15464

Reference Number: MP08480/MP10997

Using OTM System Terminal configured as system type "Generic" can not connect to Meridian Home Office II router.

Workaround: Either use the Windows' terminal emulator (installed as part of Windows)

OR

Start VT220. When it fails the first time, save the configuration as a config file (go to File/Save Configuration As), then VT220 will work! After this if you disconnect, you can connect/disconnect many times without an error as long as you keep VT220 open. If you close VT220 then you have to do 'save as' again.

Reference Number: MP11579

LDAP

Each type of LDAP server supported by OTM has specific constraints regarding the maximum number of characters that you are allowed to enter for a given attribute. Synchronization and update operations may fail if these limitations are not taken into consideration when entering data in the OTM directory.

Example:

The attribute "Initials" in Exchange Server just accepts 6 characters while the attribute "Middle Name" in the OTM directory does not restrict the maximum amount of characters (or has a very large limit). When synchronizing the "Middle Name" attribute of an employee in the OTM directory with the "Initials" attribute of the corresponding entry on an LDAP server type of Exchange Server, an error message occurred:

"LDAP modification error: constraint violation.

Workaround: Create a new custom attribute on the LDAP server to accept a long middle name and map "Middle Name" to this custom attribute.

Reference Number: MP13265

A Windows user with Read only access to LDAP has access to read and write.

Workaround: The windows based LDAP does not support a read only mode, therefore either a user has no access, or has read/write. Provide the user with either no access, or full access.

Reference Number: MP14471

DECT

Microsoft Explorer fails to connect to OTM DECT.

Workaround: Before running OTM-DECT on Web client, go to URL:

<http://<servername>/omdect/VeriSignCertificates.html>, click on "VeriSign Class 3 Certificates" link, Internet Explorer asks you to save the 'VeriSignClass3CA.p7b' file. Save that file to the local PC, then right click on that file and select "Install Certificate" item on the pop-up menu to import the certificate. When the wizard comes up, just click "Next" button until finished.

Reference Number: MP14754

Upgrading to DECT Concentrated adds sets into OTM as Virtual sets, but does not delete the regular TN instance of the set resulting in an inability to remove these duplicate sets via a synchronization with the switch since these sets no longer exist on the switch database.

Workaround: To remove configured sets ("TRN" status) that do not exist on the switch,

- Select the TN's to be deleted.

- Go to edit/Global update.

- Select the Sync status SSTAT.

- Set the Old Value to the current status and set the New Value to NEW.

- Now that the TN's are set to a status of NEW they can be deleted without them being on the switch.

Reference Number: MP14855

There is a long delay when converting in OTM DECT from non concentrated to concentrated, and in some cases the OTM DECT never changes unless you reseat the card or remove the DECT site and rebuild again. Workaround: Re-insert and hence reboot the DMC8.

Reference Number: MP14589

The connection to the DMC8 boards drops on a regular basis and then fails to connect unless you re-insert the board.

Workaround: The default password on a DMC (8) card is "Arsenal", the default password on a system in OTM-DECT is also "Arsenal". So in the normal scenario, there should not be any problem with connecting to a DECT relay card. However, if the password on a DECT relay card is changed to "New_Password", then attempting to connect with a system on OTM-DECT, which still has the default "Arsenal" password will not succeed. If the relay card is re-booted, it will accept the old default password (as well as "New_Password") for five minutes and after five minutes will just accept "New_Password" as the valid password.

SOLUTION

- (1) Ensure the password on the system in OTM-DECT is the default "Arsenal" password by
 - a. Highlight the DECT system in the "DECT Systems Window" dialog box
 - b. Select File --> Properties
 - c. The DECT System Properties dialog box appears, select Change Password.
 - d. Enter "Arsenal" for old password, new password and Confirm new password. Note: Select the option "Do not change password on the DECT system".
 - e. Select OK
 - f. Select OK.
- (2) Remove and insert the DECT relay card.

- (3) Connect to the DECT system.
- (4) Change the password on the DECT system to the default "Arsenal" password by
 - a. Highlight the DECT system in the "DECT Systems Window" dialog box
 - b. Select File --> Properties
 - c. The DECT System Properties dialog box appears, select Change Password.
 - d. Enter "Arsenal" for old password, new password and Confirm new password. Note: DO NOT select the option "Do not change password on the DECT system".
 - e. Select OK
 - f. Select OK.

The password on OTM-DECT and the DECT system should be the default "Arsenal" password and the problem should be resolved.

Reference Number: MP14860

OTM DECT does not refresh after a firmware upgrade to show the new load details.

Workaround: If the DMC8 is re-inserted the correct information is then refreshed on the OTM DECT.

Reference Number: MP15185

When de installing DECT Manager for Windows, a driver is removed.

Workaround: Install the Sentinel driver again manually. The driver can be found on:

<http://www.rainbow.com/tech/download.html>

<http://www.rainbow.com/tech/files/SystemDrivers/Driver/RainbowSSD5.39.2.exe>

Reference Number: MP15185

Survivable IP Expansion Support on X11 Release 25.30

Clock commands for the Survivable IP Expansion cabinet in survival mode incorrectly provide information on the Clock in cabinet 0, the main cabinet.

Workaround: Use Overlays to run these commands. This is not patchable on the X11 software.

Reference Number: MP11355

CUSTOMIZABLE HELP

To edit a custom help file:

1. Open the Windows NT Explorer and find the custom file you want to edit. For example, follow this path to the Auto Dial custom help file:

Nortel\OMServices\Jelp\Eng\CusomtHelp\StationFeatures\Keys\Key_AD.L.htm

2. Use a text editor or HTML editor to open the file. DO NOT USE THE HTML EDITOR THAT COMES WITH THE BROWSER. NO NOT USE MSWORD OR WORDPERFECT. THESE APPLICATIONS INSERT FORMATTING INTO THE HTML FILE. USE A TEXT EDITOR SUCH AS NOTEPAD.
3. Edit the text file as needed.
4. Save the file as plain text or as an html file. Do not change the file name.

NOTE: You must enable the custom file before users can view the file.

Reference Number: MP13403

OTHER KNOWN PROBLEMS

This list includes known problems that are not already documented above.

PRS	Area	Description	Comments
MP13405	Common Services	Cannot input customer's properties at the first time when creating a new system.	Workaround: Click OK, then go to the properties of this customer again to input data.
MP14487	Common Services	Part of the configuration of Netscape Navigator 4.07 with OTM 1.1 requires enabling a Java Plug-In using the Java Plug-In Control Panel. I am unable to locate the Java Plug-In Control Panel on a W95 PC.	OK with Netscape Communicator 4.77 and IE 5.5.
MP14111	DBA	The path for detail1.img cannot be changed if DBA is connected to the M1 through a serial connection. Adding or changing rules while connected through a serial connection will consume a significant amount of CPU time.	
MP14741	Directory	OTM Directory files, are not upgraded during build to build conversion. Sites built new with 1.10.44 have a field called "Web Reporting Access Rights" (OTM 1.2 Feature Requirement), but sites upgraded from 1.10.15 do not. Sites built new with 1.10.44 have Display Name as a read only field, but sites upgraded from 1.10.15 can still make changes to it because they are not marked read only.	
MP13987	ESN	ESN application hangs when in CDP , FCAS, FCI, "Configuration" → "ADD FCI", "NXX-Central office Codes to be screened" field, when trying to change NXX range "From" and "To" field and pressing "Add" button. The Task manager shows ESN application as "Not Responding".	Kill the application and run again.
MP13354	Help	Some alarm information (TIM000, VAS008) within Web Alarm Browser is missing help.	The help information is available through the Windows application.
MP14113	Help	Occasional instances of "old naming" used within custom help.	

		Desktop User Access (OTM 1.0x) has been replaced by End User Access (OTM 1.1), and "Global Change" (OTM 1.0x) has been replaced by Directory Update (OTM 1.1).	
MP14176	Help	No online help for "Find PE Units (M1)" within Web Maintenance Pages	
MP12971	Installation	You may not be able to see the System Data, Applications or Customers from the Client PC when you open System Properties. The following error is received: "An error occurred while attempting to initialize property page this page will be disabled". After this, you are unable to schedule or launch any jobs from the Client, all jobs must be launched from the server work.	Verify that other applications loaded on the same PC do not have advisements against loading them onto the same PC (i.e. Symposium, CallPilot, NMS, OTM). Additionally, BCM is not currently a supported co-resident application.
MP13111	Installation	Error messages during OTM client install	Click OK on error messages. Client install proceeds.
MP14142	Installation	On initially installing OTM 1.10.50 on a Windows NT server, the first reboot produces an error message: "TNChecker: Can not create dispatch".	Reboot one more time following the installation.
MP14186	List Manager	New group call list created from OTM has extra entry when transmitted to the switch	Manually edit once transmitted.
MP14549	Maintenance Windows	In Web Maintenance Pages, when selecting I/O ports, OTM reports installed and running MSDL I/O ports as TMDI I/O ports.	Use Virtual Terminal or direct access to run maintenance commands on MSDL or TMDI on an Option 11C or CSE 1000 system.
MP14288	OTM DECT	With OTM 1.10.50 running on an NT Workstation (used as the server) it could take approx. 4 minutes to launch the DECT browser successfully. Once launched, the application performs normally.	This problem is a limitation of Personal Web Server on Window NT WS 4.0. The problem is not seen with IIS.
MP14335	References	When OTM 1.01 is upgraded to OTM 1.10, references to OTM 1.01 still remain in the Windows Program Group.	Ignore referenced to OTM 1.01.
MP14376	Scheduler	The first time a traffic collection is scheduled after a new installation an error box appears caption says Scheduler. Subsequent times it does not appear and collection is successful	
MP14766	Scheduler	Priority field in task properties is	Although grayed out, the field is

		"grayed" out	still modifiable.
MP13313	Station Administration	Validation is incorrect for 3904 sets, DIG Key feature	
MP13784	Station Administration	Unable to select instrument types on greater than 5 characters	Use only the base instrument type name, i.e. use M3903 rather than M3903H
MP14216	Station Administration	"Retrieve Since" selects the most recent "retrieve since date" for systems on the OTM, and overwrites all other systems' retrieve since date.	If using retrieve since, keep a log of date of last retrieval per system.
MP14220	Station Administration	Station parse of over 11000 sets takes about 16 hours.	
MP14233	Station Administration	Intermittently, while using a Windows 95 client, opening the station administration window will produce an error: "Error: Station Administration data directory does not exist." Pressing "OK" will produce an illegal operation dialog box.	Close the Station windows, and restart the station admin window to bring in the data.
MP14556	Station Administration	On multiple appearance prime DN's, after doing a Sync > Retrieve All, one or more of the sets is not associated with an employee in the employee database.	Associate the sets manually.
MP14587	Station Administration	During Station retrieval dialog box error occurred. (CoCreateInstance()FAILED). The dialog box appeared twice. This error occurred only once.	Delete the Station data and run it again.
MP13192	Telecom Billing System	TBS crashes when sending reports using Lotus Notes 123, RLS 5.0.6A, 2001	Can use Microsoft Outlook as email application. Alternatively, contact Microsoft for a free patch, or install another Microsoft product to get full MAPI . Following are the two articles documenting this support: http://support.microsoft.com/support/kb/articles/Q238/0/85.ASP?LN=EN-US&SD=gn&FR=0 http://support.microsoft.com/support/kb/articles/q254/4/58.asp TBS requires a fully MAPI compliant e-mail application in order for the email to function correctly. Outlook Express is only partially MAPI compliant and as such is not supported..
MP13805	Upgrade	On one occasion, an error message "UnUseDLL(SMPINSTALL.DLL) failed" was received as part of Win 98 client upgrade.	Click OK on error message and continue the upgrade process

MP14373	Upgrade	After install OTM Update Disk on Server platforms and then install 95 client connect to OTM server, we cannot launch ITG application	Win95 OS must be Y2K compliant, and it must contain Winsock 2.0 or later. The file name is ws2_32.dll, and it may be downloaded from http://www.microsoft.com/windows/downloads/bin/W95ws2setup.exe Download the file Install by double clicking on the executable W95ws2setup.exe Restart the PC
MP14160	Upgrades	Upgrades on Windows 95/98 clients from OTM 1.0x or MAT 6.6, while running Norton Antivirus, are intermittently not successful.	Disable Antivirus before installing, upgrading, or migrating to OTM.
MP13330	Web Common Services	Web Station for non Desktop users (i.e. Administrators and Help Desk) may provide access to read/write capability although read only access is given.	
MP14286	Web Common Services	The application status of all applications on the "Current Status" page on the OTM Web Navigator remains at starting for all applications.	NTP indicates future feature content.
MP14332	Web Common Services	Web navigator for SIPE a CSE gateways does not show the link between the main cabinet and the expansion cabinet, or the call server and media gateway, with a "+/-" option.	
MP14086	Web Navigator	OTM Web Navigator login does not work if there are spaces at the beginning or ending of the password	Do not use passwords that start or end with spaces
MP13346	Web Station	Help Desk user can successfully logon Web End User page	
MP13362	Web Station	When changing the first name and last name of a key, and then submit the change, a message confirms that all the changes have been saved and suggests clicking on the "Schedule" button to synchronize with the switch. The "Schedule" button may not display and the set remains in "Current Configuration".	
MP13382	Web Station	Changing the Location for a set gives the error: Unable to update Station fileⓈAttempt to modify a non modifiable key)	Intermittent
MP13759	Web Station	Occasional error in web station "Failed to open Station Data" when	Do not use both Web Station and Station Admin at exactly the

		also using Station Administration to manage a set. Message that user is locked out of database is not appearing.	same time.
MP13353	Windows Common Services	Occasionally, after restarting the PC, logon to the OTM Navigator causes the PC to hang up.	Restart the PC again
MP14598	PC Shutdown	On selected Windows NT systems only, once OTM has been installed, if trying to shutdown or reboot the PC, a Windows error message is generated: "OleMainThreadWndName' not responding".	End the task and then shutdown the PC. May need to do this 2 to 3 times before shutdown.
MP14823	Station Administration	Can't change DCS sets over loop 80 in normal interface on a large switch (not Option 11C or CSE 1000)	Use forms interface
MP15014	Import/Export	Intermittently, on Windows NT workstation upgraded from OTM 1.01 to OTM 1.1, on the first attempt only, Import / Export Utility generates errors.	
MP14946	ITG	ITG applications may fail if another FTP server is running on the same machine.	Stop other FTP services from running.
MP13907	ESN	ESN Sync fails from 81c CPP giving a Dr Watson error.	Not applicable to Option 11C installations.
MP14648	Upgrade	On upgrading from OTM 1.01, the first time you add a new site or new system an error message appears: "Error adding site to database" or "Error adding system to database". Once a new system is added, then a Communication profile, an error message shows up at the first time: "An error occurred while attempting to add the communication profile record to the database" On Migrating from MAT 6.6, when adding a new system, an error shows up. Title: "OTM Navigator" and without message. Click "OK", and another error appears, message "Error adding system to database".	On upgrades: Click "Cancel" and the second time can adds are successful. Cancel and try again. On migrations, users cannot click on "Apply or OK" button following the second error message. Click "Cancel" and the system is added to the database.

MP14847	DECT	Blank Navigator Tree on client after migration. After migrating from MAT 6.67.07 to OTM 1.1 on both server and its clients, on creating a new system at server and launching that system at client side, a blank system window is shown (the Navigator Tree under that window disappears). The user cannot use OTM any more.	
MP14563	HELP	When users want to schedule a job on LDAP Server Setup, and at the scheduling window they click the Help button, an incorrect help window appears for "LDAP Server Setup--Mapping".	
MP14584	HELP	Wrong version and Copy right year on the About box of LDAP Synchronization window.	

MERIDIAN 1 REQUIREMENTS

The following chart outlines the available OTM applications and the X11 software and connection types supported.

OTM Functionality	X11 Release Supported										Connection Type ¹
				19	20	21	22	23	24	25	
Maintenance Windows							☑	☑	☑	☑	Ethernet/PPP
Alarm Management (windows)				☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial
System Terminal:											
Overlay Passthru							☑	☑	☑	☑	Ethernet/PPP
VT220				☑	☑	☑	☑	☑	☑	☑	Serial
ESN ART				☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial
Station Administration				☑	☑	☑	☑	☑	☑	☑	Ethernet/Serial
Traffic Analysis				☑	☑	☑	☑	☑	☑	☑	Ethernet/Serial ²
Telecom Billing System (TBS)				☑	☑	☑	☑	☑	☑	☑	Serial Ethernet (DBA)
Call Tracking				☑	☑	☑	☑	☑	☑	☑	Serial
Web Alarm Viewing				☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial
Virtual Terminal Server				☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP
Maintenance Pages							☑	☑	☑	☑	Ethernet/PPP
Web Desktop Services				☑	☑	☑	☑	☑	☑	☑	Ethernet/Serial
LDAP Sync.							☑	☑	☑	☑	Ethernet
Access Server				☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial

¹ Ethernet and PPP connections are only supported on Release 22 or later and requires the MAT Management Interface software package 296.

² If traffic is being collected through a buffer box only a serial connection is supported.

Systems equipped with IOP Cards (Input Output Processor)

For Meridian 1 systems equipped with IOP cards, the minimum supported vintage is NT6D63BA Release 01.

Systems equipped with IOP/CMDU Cards (Input Output Processor / Core Multi Drive Unit)

Certain IOP/CMDU cards, vintage number NT5D20AA, appear to have a problem when attempting to connect to a Meridian 1 via Ethernet.

This is denoted by the OTM System Window not being able to make an Ethernet connection to the Meridian 1. No alarm messages are received and there is no indication of faults on the card.

Course of Action:

Ensure the IOP/CMDU card was working prior to the installation of OTM and the cabling for Ethernet has been installed correctly.

From the OTM PC, open a DOS window by selecting the MS-DOS Prompt under the Start/Programs menu and perform the following command:

1. Type PING <switch IP address>, i.e. 47.1.1.1. If a 'Request Timed Out' message appears, it indicates that the PC cannot connect to the Meridian 1.
2. The possible causes are:
 - i. Cabling Fault
 - ii. OTM PC set up incorrectly
 - iii. Incorrect IP address or network mask (either on the Meridian 1 or in the Communications tab for the Meridian 1 system properties in OTM)
 - iv. M1 IOP or IOP/CMDU card is faulty
3. This problem requires further investigation and the user is therefore recommended to contact their support organization to determine the exact cause of the communication problem.

X11 Software Packages Required

The following packages are required for each of the applications listed:

Application	X11 S/W Pkg. Required
• Alarm Management*	164, 242, 243 and 296
- Additional package for Alarm Notification	55, 315
• Maintenance Windows	164, 242, 243 and 296
• System Terminal - Overlay Passthru	164, 242, and 296
• Virtual Terminal Server	164, 242, and 296
• Ethernet Connection for Station Administration, Traffic Analysis and ESN ART	164, 242, and 296
• Data Buffering and Access (DBA) - Ethernet	164, 242, 296 and 351
• Data Buffering and Access (DBA) – Serial	N/A
• Meridian 1 database disaster recovery	164, 242, 296 and 351

PC Configuration

The following are the preferred requirements for new PC configurations. For details on minimum configurations (for use on existing PC's) and configuration strategies, please refer to the Installation and Engineering Guide. For help in computing OTM Configurations, based upon individual needs, please use the OTM Engineering Guidelines Worksheet (Excel format) currently available for OTM 1.01.

Preferred OTM Server Configuration

- Hardware:
 - Pentium II Processor PC or higher; minimum clock rate of 400 MHz
 - 1000 MB free space on hard drive (plus customer's data storage requirements).
 - 256 MB of RAM
 - SVGA Color Monitor and interface card (800 X 600 Resolution for graphics)
 - 3 1/2-inch 1.44 MB floppy disk drive
 - CD-ROM drive
 - One Ethernet Network Interface Card is required to support connection with the Meridian 1 via Ethernet. A second Ethernet Network Interface Card is optional depending on configuration.
 - Hayes compatible modem is optional for connection to remote sites, required for polling configurations (56K BPS recommended). Please note: "WinModems" are incompatible and therefore are not supported.
 - PC COM port with 16550 UART 3
 - Parallel printer port (A printer must be configured even though it is not required to be physically attached to the PC)
 - Two (2) button Windows compatible mouse or positioning device (Bus/PS2 mouse preferred to free up a PC serial port)
- Software:
 - TCP/IP Protocol
 - Remote Access Service
 - NT Server or Workstation 4.0 and Service Pack 5 (Service Pack 6/6a is not recommended)
 - Windows Option Pack 4
 - Network Card Drivers
 - Windows 2000 Server, Window NT 4.0 Server

3 For external modems or direct connection the PC must have an available serial port (i.e., one not being used by a mouse or other serial device). The number of PC COM ports required depends on the number of external modem or direct connections required.

NOTE: Windows 95, Windows 98, (with Microsoft TCP/IP installed) can be installed as standalone but are not supported for OTM 1.1 Server configuration.

NOTE: Windows NT Enterprise Edition is not supported

Preferred OTM Windows Client Configuration

- Platform (Hardware plus Operating System):
 - Pentium II Processor PC or higher; minimum clock rate of 200 MHz (Pentium II 300MHz for running TBS)
 - 500 MB free space on hard drive (plus customer's data storage requirements).
 - 64 MB of RAM (128 MB RAM is recommended for improved performance).
 - SVGA Color Monitor and interface card (800 X 600 Resolution for graphics)
 - 3 1/2-inch 1.44 MB floppy disk drive
 - CD-ROM drive
 - Windows 95, Windows 98, Windows 2000 Server, Windows 2000 Professional, Windows NT 4.0 server, or Windows NT Workstation 4.0 (with Microsoft TCP/IP installed)
 - Ethernet Network Interface Card
 - Parallel printer port (A printer must be configured even though it is not required to be physically attached to the PC)
 - Two (2) button Windows compatible mouse or positioning device (Bus/PS2 mouse preferred to free up a PC serial port)
- Software:
 - TCP/IP Protocol
 - NT Workstation and Service Pack 5 (Service Pack 6/6a is not recommended)
 - Network Card Drivers

The PC configuration above is a minimum recommended configuration only. Some OTM applications will run with less than the specified RAM, but for optimal performance the recommended configuration or better should be used.

OTM Web Browser Client

The OTM Web Client can be launched from a browser on any OS supporting the Java plug in 1.2.2_006 runtime environment. Windows 95/98, UNIX, and Macintosh platforms included.

Other software required:

- Internet Explorer 5.5 or Netscape Communicator 4.77, or Netscape Navigator 4.08
- Java plug in 1.2.2_006 Runtime Environment plug-in available in the OTM installation and at <http://java.sun.com/products/plugin>

New Product Functionality

OTM General, Enhanced, Premium Package levels:

The applications within OTM are structured into three levels of functionality: General, Enhanced, and Premium. Basic management functionality is included in the General Package. The Enhanced and Premium Packages offer access to progressively more functionality. They become preferred solutions where the network and system management needs are more evolved, and the networks are larger, more complex, or diverse. Some functionality is separately orderable and can be added to any one of the three core OTM package levels.

Information on the following functionality is contained in the User Guides.

Web Station Write Enabling (Telephone Set Changes)

OTM 1.1 builds on the viewing ability in OTM 1.0 with the following features:

- Ability for Administrators and Help Desk users to change telephone features and keys via Web Navigator Find Telephones pages.
- Ability for end users with permission to change features and keys on their own telephone.
- Synchronization with the M1 or Succession CSE 1000 from either the Web or the Windows OTM client.
- Additional Directory properties displayed on My Profile page

This functionality is available for administrators on the OTM General level, and for Desktop users on the OTM Premium level.

Web Alarm Browser Usability Enhancements

The OTM 1.0x Web Alarm Browser is enhanced with the following:

- Configurable auto refresh option.
- Full alarm details including site/system name, and operator data.
- Configurable number of alarms per page.
- “Go To” navigation.
- Both receive and device times.

This functionality is available on the OTM Enhanced level.

Web Maintenance Pages

OTM 1.0x fully supports maintenance commands for PE Cards and PE Units. OTM 1.1 supports the remaining set of Maintenance Windows commands through the Web for the following areas:

- I/O Ports
- Core CPU

- Network Groups
- Network Loops
- PE Shelves
- B-Channels are accessed through the pertinent groups listed above

This functionality is available on the OTM Enhanced level.

Telecom Billing System Enhancements

The following lists enhancements to the Telecom Billing System

- Access to raw CDR data file
- Ability to assign unique file names and locations for billing reports
- Aux ID and DNIS reports
- SEB II and Pollcat III buffer box support
- Configuration setup wizard
- Archive, Restore and Purge of the call database

This functionality is available with the Billing General “add-on” functionality available with any of the core OTM levels.

NOTE: The new MDR2000e buffer box scripts and related MDR2000e buffer boxes are not supported through Nortel Networks until the release of OTM Release 1.2.

Generic X11 Release 25.30 Concurrency/Survivable IP Expansion Support

System Data is entered once at Main Cab only. Survivable Expansion cabinets link to the Main Cab data within OTM. The following functionality is new with OTM 1.1:

- Common Services changes to reflect link between Main Cab/Call Server and Survivable Expansion/Media Gateway
- Maintenance Windows and Web support for IP link and clocking.

Some applications are not supported in the Expansion Cabinet

Application/ Functionality	Main Cabinet/ Normal Mode	Expansion Cabinet/ Normal Mode	Expansion Cabinet/ Survival Mode
Station Administration/ CPND/ List Manager	Supported	Not Supported	Not Supported
ESN	Supported	Not Supported	Not Supported
Traffic Analysis	Supported	Not Applicable	Supported
Alarm Management	Supported	Not Applicable	Supported
Call Tracking	Supported	Not Applicable	Supported
System Terminal (Overlay Passthru/VT220)	Supported	Not Applicable	Supported
Maintenance Windows	Supported	Not Applicable	Supported
Web Maintenance Pages	Supported	Not Applicable	Supported
Data Dump (EDD)	Supported	Not Supported	Not Supported
Telecom Billing System	Supported	Not Supported	Supported
ITG Services	Supported	Supported	Supported
Inventory	Supported	Not Applicable	Supported

This functionality is available on the OTM General level.

Succession CSE 1000 Release 1 Concurrency

Within the OTM application, the Main Cabinet of an M1 and the Succession Call Server are managed through the same interface, as are the Survivable Expansion Cabinet and the Media Gateway.

This functionality is available on the OTM General level.

MDECT Support

The MDECT product is available only in EMEA (Europe, Middle East, and Africa) and AP (Asia Pacific) regions.

The Meridian DECT system management application is a separate application loaded into OTM on initial installation. MDECT is launched from within a system either from the System Window, or from the System Pages on the Web. MDECT alarms are integrated into the OTM alarm windows and browser. MDECT Web access can be for either full access, or subscription only. MDECT can be used to manage the DMC8 card, and existing DMC4 cards that have updated firmware.

MDECT installation is only supported on Windows NT 4.0 (server or workstation) or Windows 2000 (server or professional).

This functionality is available on the OTM General level, but is separately orderable in AP. It is automatically provided for EMEA customers. For further information, please refer to product bulletin PBCE69.

Appendix A: Integrating OTM with HP OpenView

Overview

This section provides information on the integration of the HP Openview (HP OV) Network Node Manager (NNM) management platform with Nortel Networks' Optivity Telephony Manager (OTM). It discusses the type of integration supported. The included procedures provide detailed step-by-step instructions on how to configure HP OV NNM to access OTM related functionalities and information.

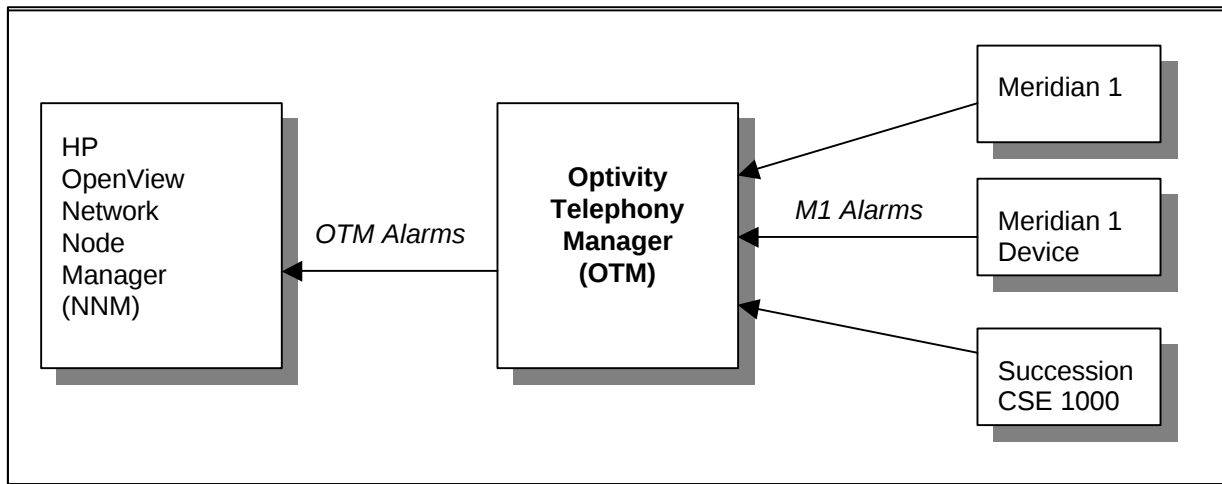


Figure 1 OTM Alarm Integration with HP OV NNM

As seen in Figure 1, Meridian 1 systems, Succession CSE 1000 systems, Meridian Mail, and other M1 devices, send their alarms to the OTM server which can then collect the alarms and forward them to the NNM. The NNM displays the OTM alarms in its Alarm Browser and updates the color of the OTM object in the Network Map to reflect the current status of the OTM server, or those of the devices the OTM server manages. In addition, the NNM can also be configured to allow the technician easy access to the OTM server.

Note: Please refer to *Using Optivity Telephony Manager* (553-3001-330) for information on configuring the OTM Server to forward alarms to an external management station.

Limitations

- OTM integration with NNM is supported on HP OV NNM Release 6.x running on the Windows NT platform only.
- Co-residency is not supported for NNM and OTM on the same PC.
- The OTM Server will not support auto-discovery from NNM.

Hardware and Software Requirements

PC Hardware Requirements (HP OV PC)

Please refer to HP OV NNM documentation for details.

PC Software Requirements (HP OV PC)

- HP OV NNM Release 6.x

OTM Alarm Integration Package:

- OTM alarm MIB (OtmOpenAlarms.mib)
- OTM Status Monitor (OtmStMon.exe)

OTM Software Requirements (OTM PC)

OTM Release 1.01 or above with:

- Alarm Notification application
- Web-based alarm browser

System Integration

HP OV NNM Network Map

On the NNM Network Map (Figure 2), an OTM server can be represented as an object. Incoming events can be configured to trigger a color change to the object icon to indicate the current status of the OTM Server or of the devices monitored by the OTM Server.

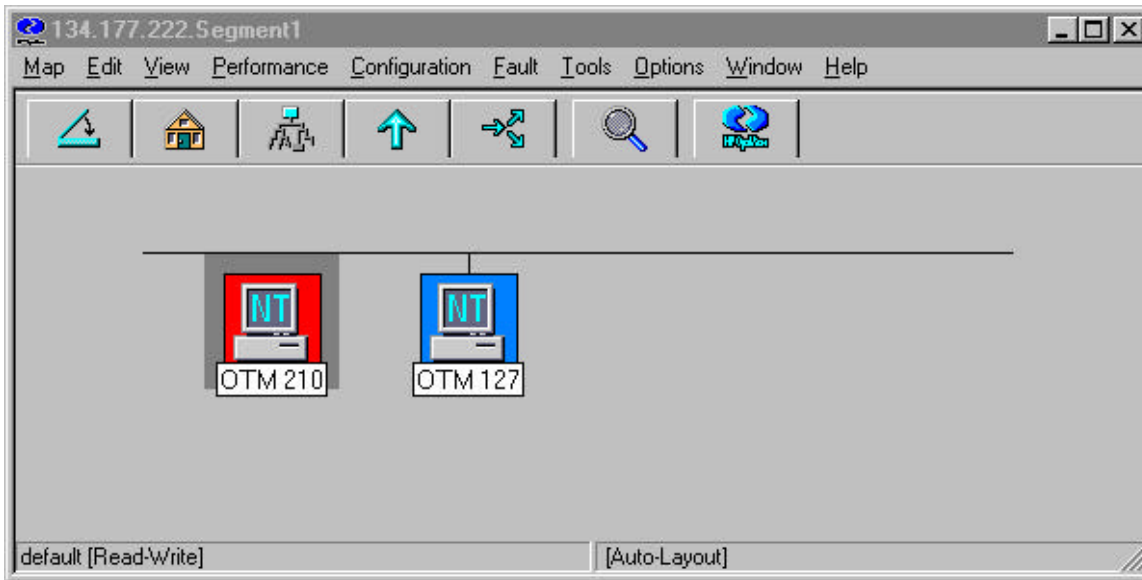


Figure 2 HP OV NNM Network Map

The OTM Status Monitor (OtmStMon) is the program that is used to update the color of the icon for an OTM object. When the color is changed upon the receipt of an incoming event, a message is also logged and displayed in the NNM Alarm Browser to indicate the status update.

HP OV NNM Alarm Browser

You can display contents of incoming OTM events in the NNM Alarm Browser (Figure 3).

Ack	Cor	Severity	Date/Time	Source	Message
☐		Major	Tue Oct 24 19:11:52	hsc1p02k.us.nortel.com	ovspmd managed process (netmon) has terminated un
☐		Major	Tue Oct 24 19:11:55	hsc1p02k.us.nortel.com	ovspmd managed process (ovtrapd) has terminated u
☐		Major	Tue Oct 24 19:11:55	hsc1p02k.us.nortel.com	ovspmd managed process (ovactiond) has terminated
☐		Major	Tue Oct 24 19:11:55	hsc1p02k.us.nortel.com	ovspmd managed process (ovcapsd) has terminated u
☐		Major	Tue Oct 24 19:11:56	hsc1p02k.us.nortel.com	ovspmd managed process (ovdbcheck) has terminated
☐		Major	Tue Oct 24 19:11:56	hsc1p02k.us.nortel.com	ovspmd managed process (ovalarmsrv) has terminate
☐		Major	Tue Oct 24 19:11:56	hsc1p02k.us.nortel.com	ovspmd managed process (ovsessionmgr) has terminat
☐		Minor	Wed Oct 25 16:06:19	134.177.222.210	Received event .1.3.6.1.4.1.562.3.3.5.0.10 (enterp
☐		Normal	Wed Oct 25 16:06:30	134.177.222.210	OTM Server Status Critical
☐		Minor	Wed Oct 25 16:40:14	134.177.222.210	Received event .1.3.6.1.4.1.562.3.3.5.0.10 (enterp
☐		Normal	Wed Oct 25 16:40:23	134.177.222.210	OTM Server Status Critical
☐		Minor	Wed Oct 25 16:42:01	134.177.222.210	Received event .1.3.6.1.4.1.562.3.3.5.0.10 (enterp
☐		Normal	Wed Oct 25 16:42:10	134.177.222.210	OTM Server Status Critical
☐		Minor	Wed Oct 25 17:06:19	134.177.222.210	Received event .1.3.6.1.4.1.562.3.3.5.0.10 (enterp
☐		Normal	Wed Oct 25 17:06:29	134.177.222.210	OTM Server Status Critical

Figure 3 HP OV NNM Alarm Browser

You can also highlight a specific alarm message on the NNM Alarm Browser, and right-click to display the message content in a separate window (Figure 4). You may then analyze the different variables and their values.

```

Wed Nov 01 17:02:40
pmpkzs5.engwest.baynetworks.com
OTM event: 1.3.6.1.4.1.562.50.1.1.0.5 (enterprise: 1.3.6.1.4.1.562.50.1.1 generic: 6 specific: 5), no format in trapd.conf. 12 args: [1]
private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmSeqNumber.0 (Integer): 91064 [2] private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmDateAndTime.0 (OctetString):
42 29
13 6 0 2000 [3] private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmSeverity.0 (Integer): info [4] private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmNameSpace.0
(Integer): 0 [5] private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmType.0 (OctetString): 10D370 [6] private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmSite.0
(OctetString): [7] private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmSystem.0 (OctetString): [8]
private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmSystemComponent.0
(OctetString): [9] private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmOriginatingAgent.0 (OctetString): 134.177.222.210 [10]
private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmProblemIsolationData1.0 (OctetString): [11]
private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmProblemIsolationData2.0 (OctetString): [12]
private.enterprises.nt.otm.otmOpenAlarm.otmOpenAlarmObjects.otmProblemIsolationData3.0 (OctetString):

```

Figure 4 Alarm Message Content

OTM Web Access

To access the OTM server from NNM:

- 1) Highlight the OTM object on the Network.
- 2) Select Tools > Web Browser > Server Home Page (Figure 5).

Your default web browser will be brought up with the web-based OTM interface. You can log in to the OTM Web Navigator and access the various OTM applications including the OTM Alarm Browser.

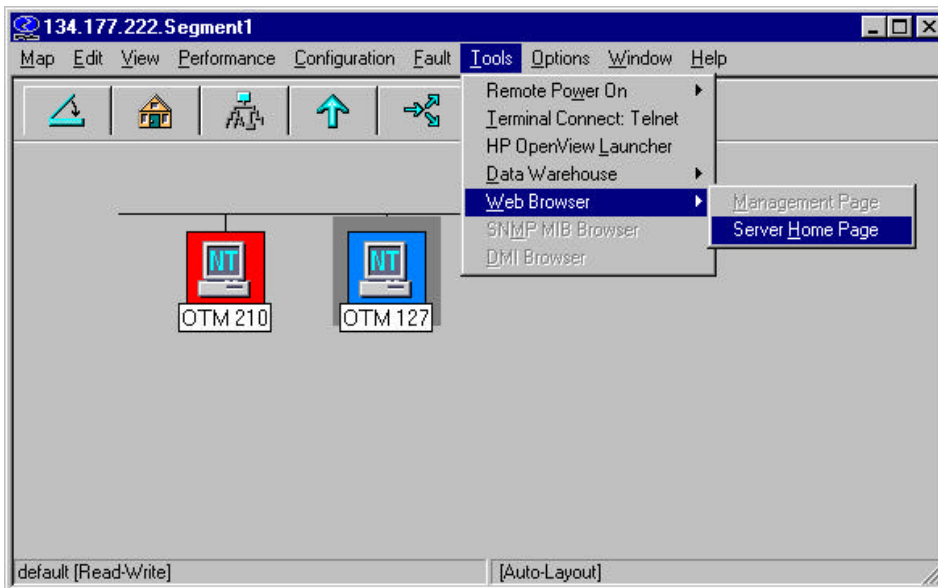


Figure 5 OTM Web Access

Installation and Configuration

OTM Alarm Integration Package (HP OV PC)

- 1) Copy the OtmStMon.exe to the Openview/bin (\$OV_BIN) directory.
- 2) Copy the OtmOpenAlarms.mib to the directory \$OV_SNMP_MIB/Vendor/NortelNetworks. Create this directory if it does not already exist.

HP OV NNM (HP OV PC)

The following configuration procedures are performed while NNM is running:

OTM Alarm MIB installation

- 1) Select Options > Load/Unload MIBs:SNMP (Figure 6).

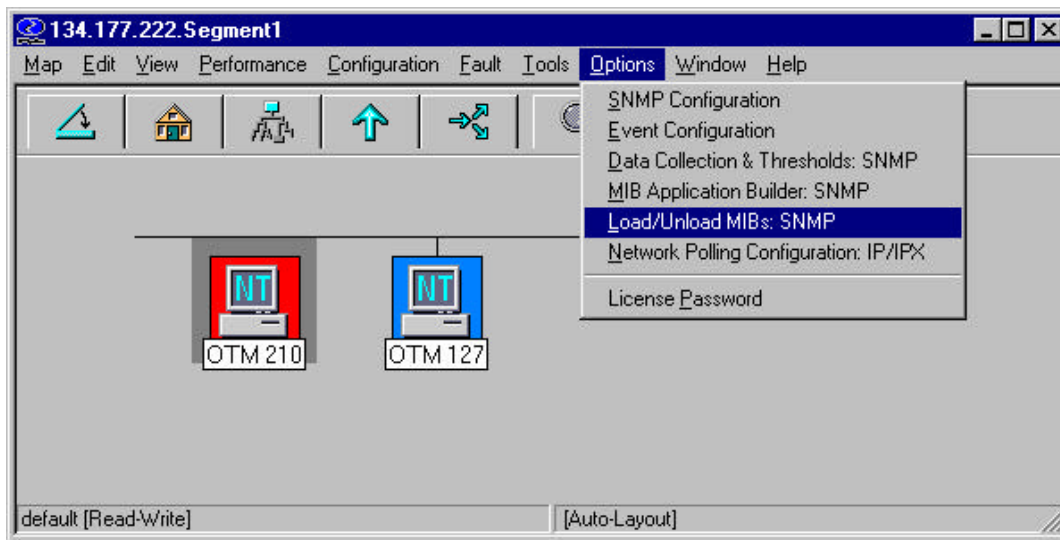


Figure 6 NNM Load/Unload MIBs

- 2) Click Load in the Load/Unload MIBs dialog box (Figure 7).



Figure 7 Load/Unload MIBs

- 3) Open the OtmOpenAlarms.mib file (Figure 8).

The OTM alarm MIB definitions are now loaded into the NNM's MIB database.

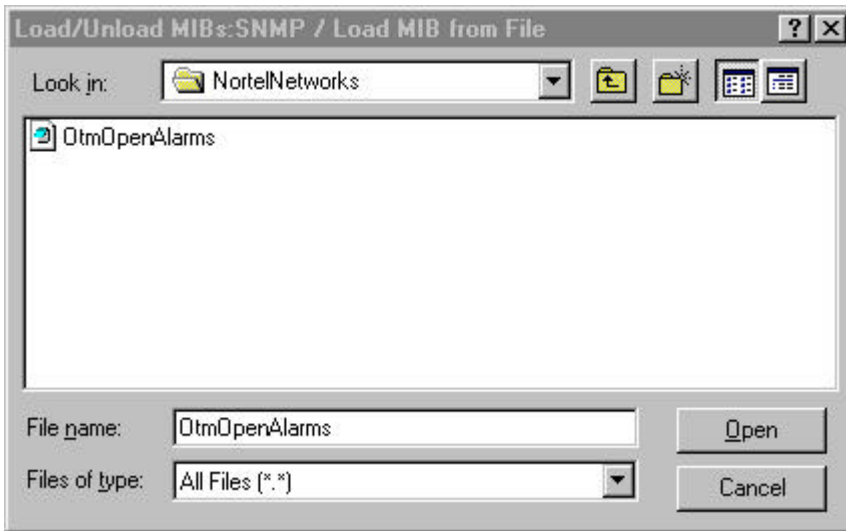


Figure 8 Load MIB

Event Configuration

After the OTM Alarm MIB is loaded, actions need to be defined through the NNM Event Configuration for each OTM event.

- 1) Select Options > Event Configuration (Figure 9).

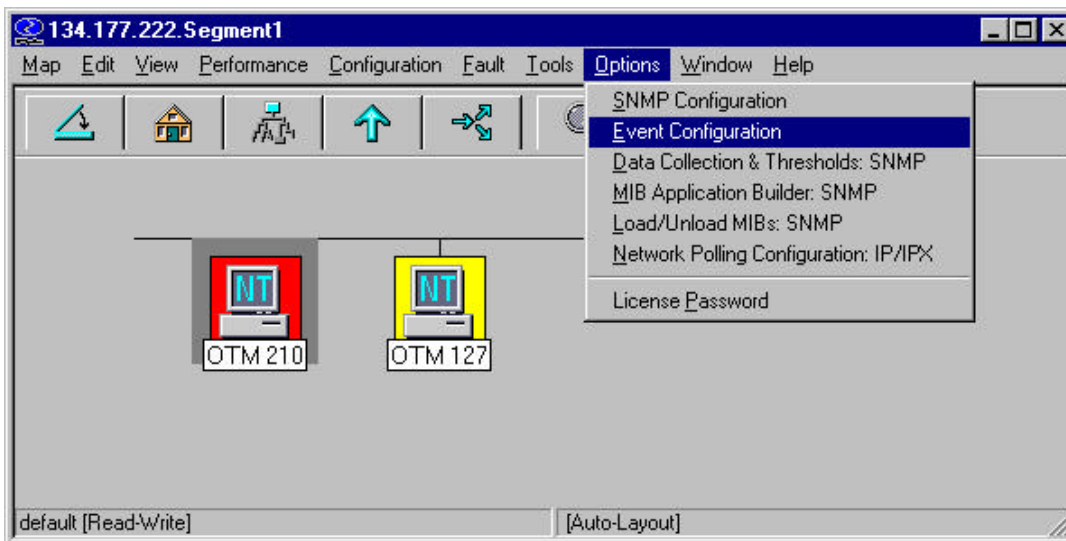


Figure 9 NNM Main Menu - Event Configuration

- 2) Locate and select "otmOpenAlarmEp" from the list of Enterprises (Figure 10).

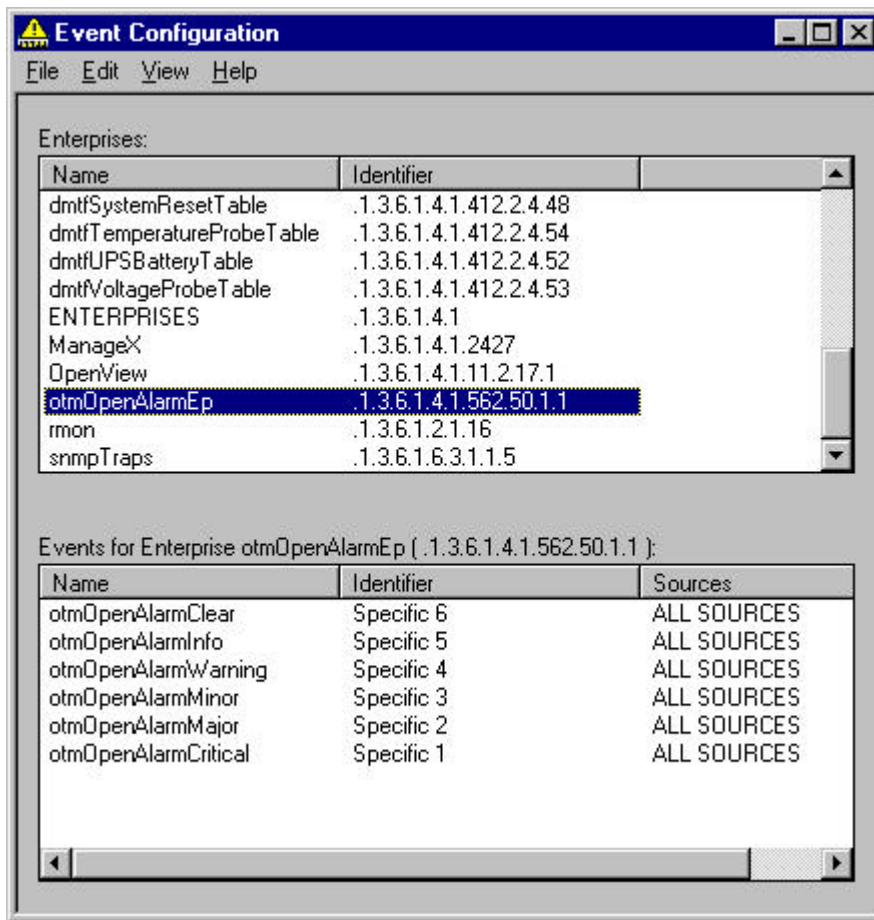


Figure 10 Event Configuration

There are 6 events defined for the otmOpenAlarmEp Enterprise. For each event, you configure the desired actions to be taken if the event occurs.

For example, for the OTM Major Alarm event (otmOpenAlarmMajor, Specific 2):

- 1) Double-click on the corresponding entry on the list.

The Modify Events dialog box opens (Figure 11).

The 'Modify Events' dialog box is shown with the 'Description' tab selected. It contains the following fields:

- Event Name:** otmOpenAlarmMajor
- Enterprise:** otmOpenAlarmEp
- Generic Trap:** Enterprise Specific
- Specific Trap Number:** 2
- Description:** A text area containing the following text:


```
Long Descr.:
"
                The OTM Open Alarm Trap with a severity
of major(2).

This trap is intended to be internationalizable,
hence, it contains no natural language text.
```

At the bottom are buttons for OK, Cancel, Apply, and Help.

Figure 11 Modify Events - Description

- 2) Select the Event Message tab (Figure 12).

The 'Modify Events' dialog box is shown with the 'Event Message' tab selected. It contains the following fields:

- Actions:**
 - ☐ Don't log or display
 - ☐ Log only
 - ☒ Log and display in category: Status Alarms
- Severity:** Major
- Event Log Message:** OTM event \$o (enterprise:\$e generic:\$G specific:\$S), \$\$ args: \$*

At the bottom are buttons for OK, Cancel, Apply, and Help.

Figure 12 Modify Events - Event Message

- 3) Configure the following:

- a) Actions: Select Log and display in category: Status Alarms.

This will enable the display of the incoming event message in the NNM Alarm Browser.

- b) Severity: Select Major for this event.

c) Event Log Message: Enter the following default text:

OTM event \$o (enterprise:\$e generic:\$G specific:\$S), \$# args: \$*

The message displayed will show the contents of the event message.

Note: You are allowed to display any message that you choose in the Alarm Browser.

Legend for \$variables:

\$o - Print the name (object identifier) of the received event as a string of numbers.

\$e - Print the trap enterprise as an Object ID string of numbers. This number is implied by the event object identifier for non-SNMPv1 events.

\$G - Print the trap's generic-trap number. This number is implied by the event object identifier for non-SNMPv1 events.

\$S - Print the trap's specific-trap number. This number is implied by the event object identifier for non-SNMPv1 events.

\$# - Print the number of attributes in the event.

\$* - Print all the attributes as seq name (type): value strings, where seq is the attribute sequence number.

If you also want the color of the object on the map to change to reflect the occurrence of the incoming event, you can also invoke the OTM Status Monitor (OtmStMon.exe) by specifying a call to it under the "Actions" item (Figure 13).

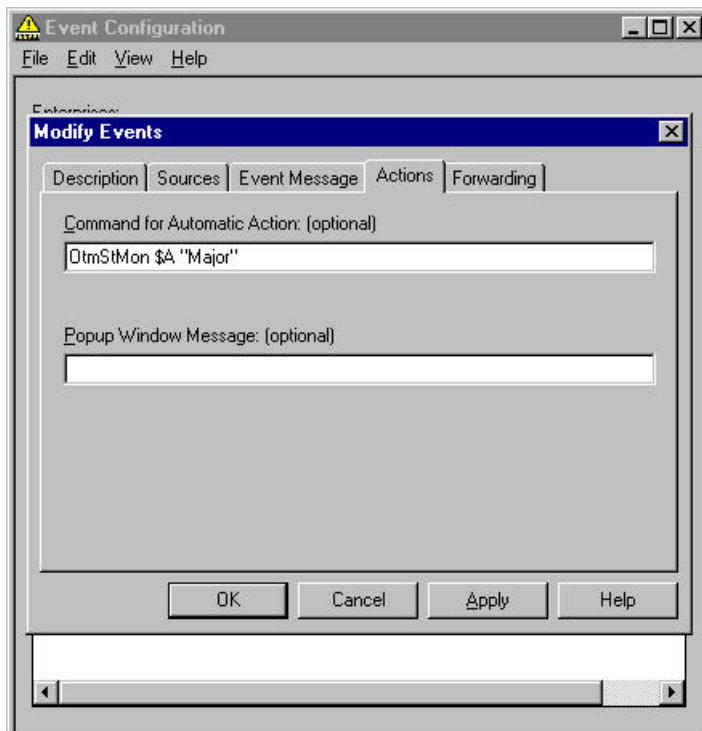


Figure 13 Modify Events > Actions

OTM Status Monitor

The OTM Status Monitor enables you to change the color of the OTM object on the Network Map to reflect the current status of the server. In addition, a message will also be logged onto the HP OV NNM Alarm Browser to indicate the status change.

OtmStMon is written in C and makes use of the HP OV ovevent application. OtmStMon takes in 2 parameters – an object's selection name and a textual representation of the new status, for example 'Critical' or 'Normal'. If ovevent cannot locate an object on the current Network Map with the specified selection name, an error message will be displayed. Therefore, if an OTM object is not defined in the Network Map, OtmStMon should not be invoked for an event.

The invocation format for OtmStMon is as follows:

OtmStMon <selection_name> <object_status>

Where

<selection_name> - HP OV NNM's unique selection name for an object item on the Network Map

<object_status> - one of the following textual strings: "Unknown", "Normal", "Warning", "Minor", "Major", "Critical", "Restricted", "Testing", "Disabled", "Managed", "Unmanaged".

If the OTM Status Monitor is not called, then the color of the object displayed on the Network Map will not change for the incoming event.

Note:

- If no object is defined for the OTM Server on the Network Map, a call to OTM Status Monitor will result in an error. Therefore, do not specify calls to OtmStMon if there is no OTM Server defined on the Map.
- A call to the OTM Status Monitor will result in a message, in addition to the original incoming event message, being displayed in the NNM All Alarms Browser (Figure 14). This message is logged whenever the OTM Status Monitor changes the color of an object.

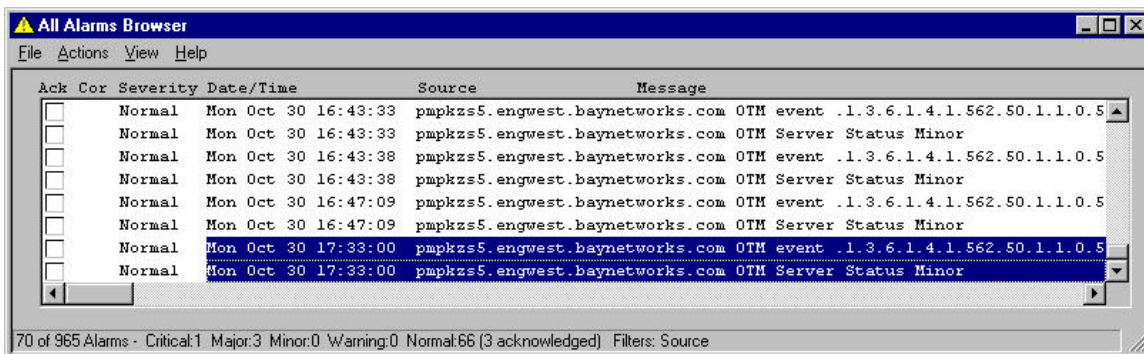


Figure 14 All Alarms Browser

- Not every incoming OTM event necessitates the changing of the object's color. For example, a minor or info event may not need to alert the customer. In these cases, the customer might want to configure these events in such a way to simply log the incoming event message and not call OtmStMon.

Network Map Set-up

To set up an OTM Server object on the Network Map:

- 1) Locate the appropriate place in the Network Map for the OTM server.
- 2) Select Edit > Add Object (Figure 15).

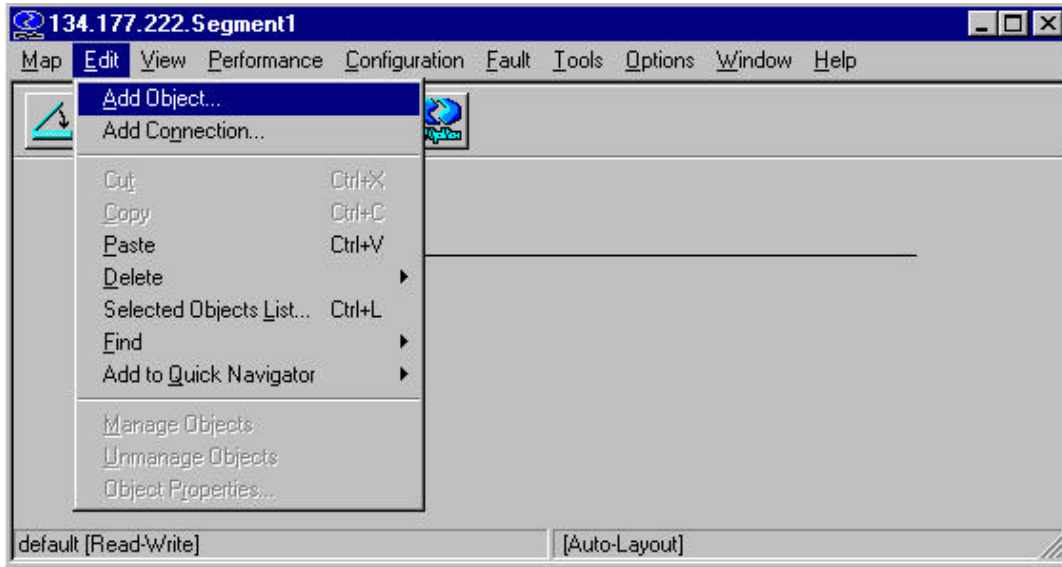


Figure 15 NNM Edit > Add Object

- 3) Select Computer from the Symbol Classes in the Add Object Palette dialog box (Figure 16).

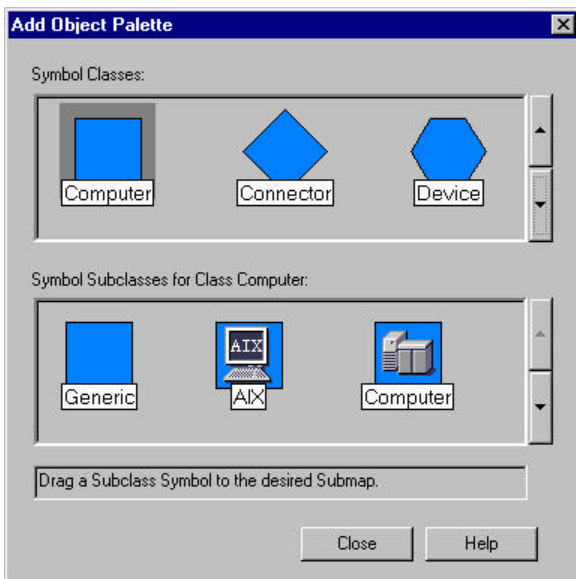


Figure 16 Add Object Palette dialog box I

- 4) Select and Drag the standard WindowsNT icon from the Symbol Subclasses (Figure 17) onto the appropriate location on the Network Map.

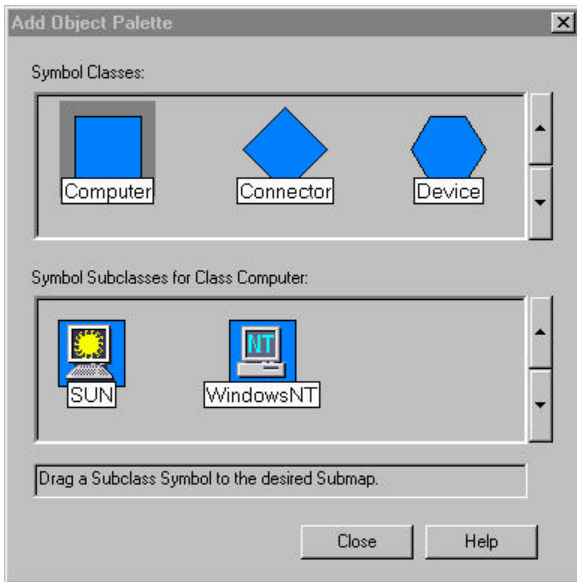


Figure 17 Add Object Palette dialog box II

- 5) The Add Object dialog box will open. Fill in the Label field, OTM Server-A in this example (Figure 18).

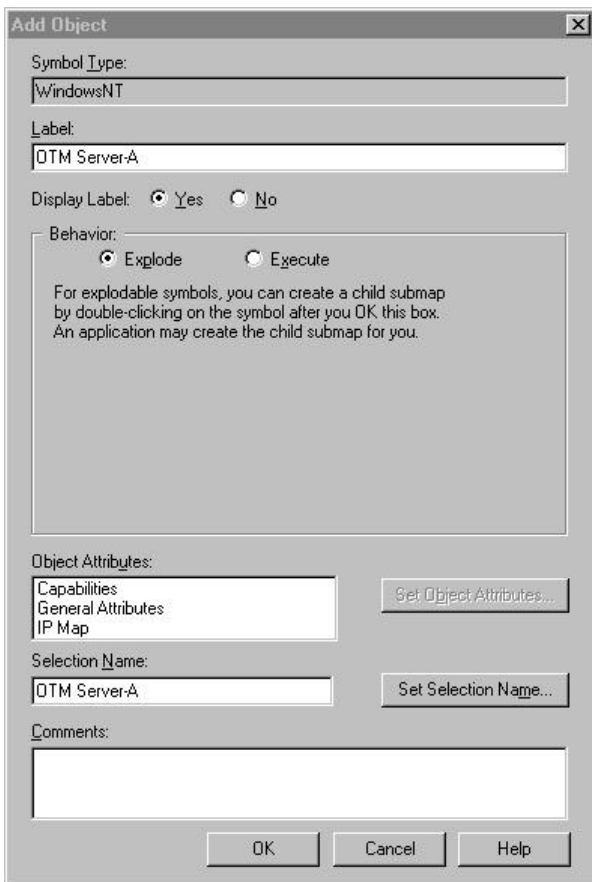


Figure 18 Add Object

- 6) Select IP Map under Object Attributes and click the Set Object Attributes button (Figure 19).

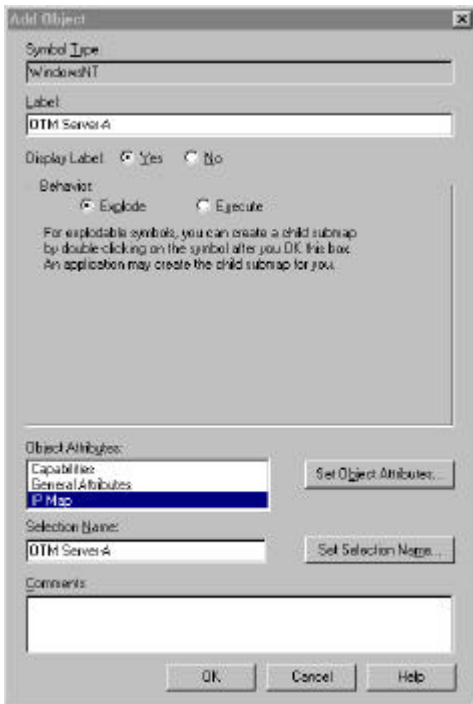


Figure 19 Add Object > IP Map

- 7) Select and fill in the entries for Hostname, IP Address and Subnet Mask (Figure 20).



Figure 20 Add Object - Set Attributes dialog box

- 8) Click OK. You are returned to the Add Object dialog box. In the Selection Name field, enter the same value as that of the Hostname in the previous step, pmpkzs5.engwest.baynetworks.com in this example (Figure 21).

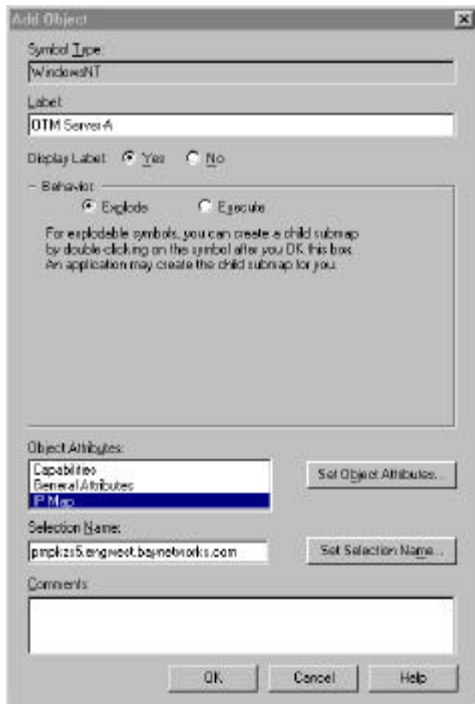


Figure 21 Add Object > Selection Name

- 9) Click the OK button. The object is created on the Network Map.

Important Note:

The value for Hostname must be the domain name server (DNS) representation of the IP address (if the IP address can be resolved locally). Use the command *nslookup* to retrieve the DNS representation if you do not already know it (Figure 22). If the IP address cannot be interpreted locally, then enter the dotted decimal representation.



Figure 22 nslookup

- 10) If you want to indicate the status of the OTM Server through the color of the object on the map, be sure to set the Status Source under Symbol Properties to Object (Figure 23, Figure 24).

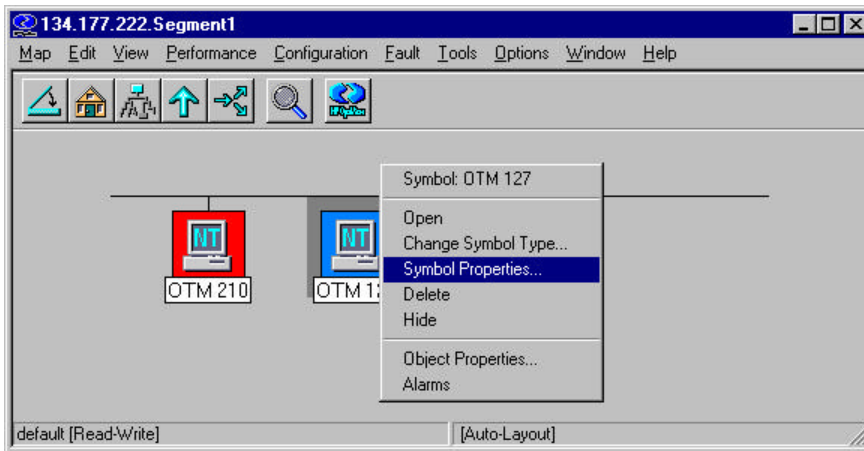


Figure 23 NNM Main Menu > Symbol Properties

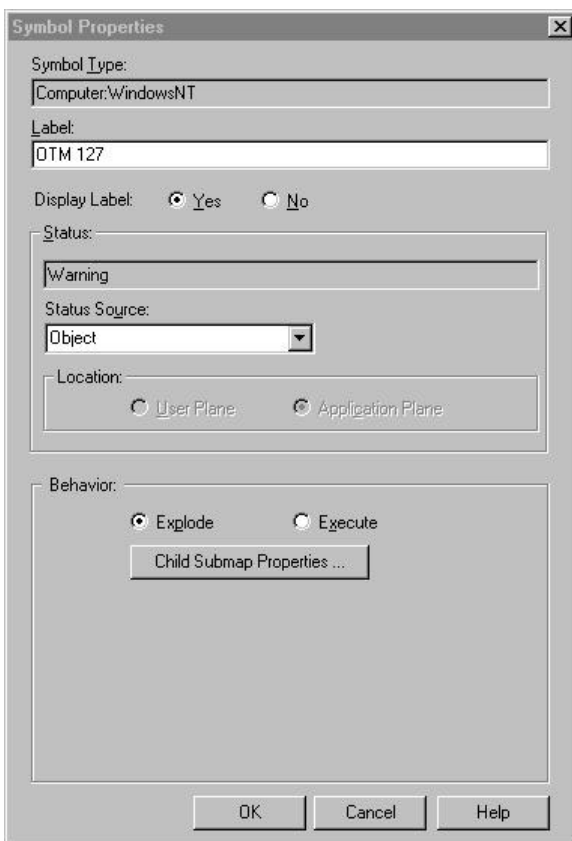


Figure 24 Symbol Properties dialog box

OTM Web Server Access Configuration

You can also configure the Management URL to access the OTM Server (Figure 25, Figure 26).

For an object on the Network Map, under General Attributes in the Object Properties dialog box:

- 1) Enter the address (IP address or the DNS name) of the OTM Server in the ManagementURL field.
- 2) Set isHTTPSupported to True.

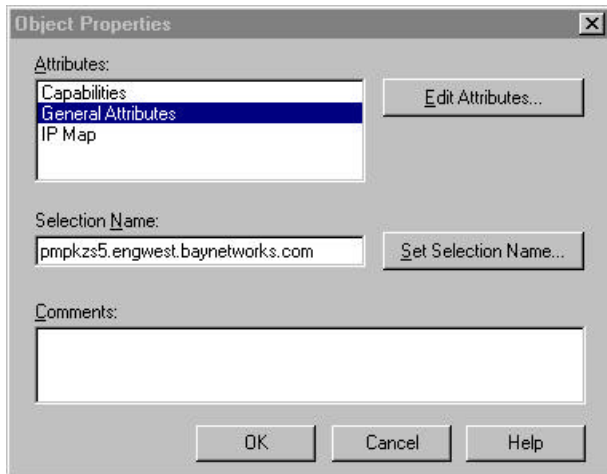


Figure 25 Object Properties dialog box

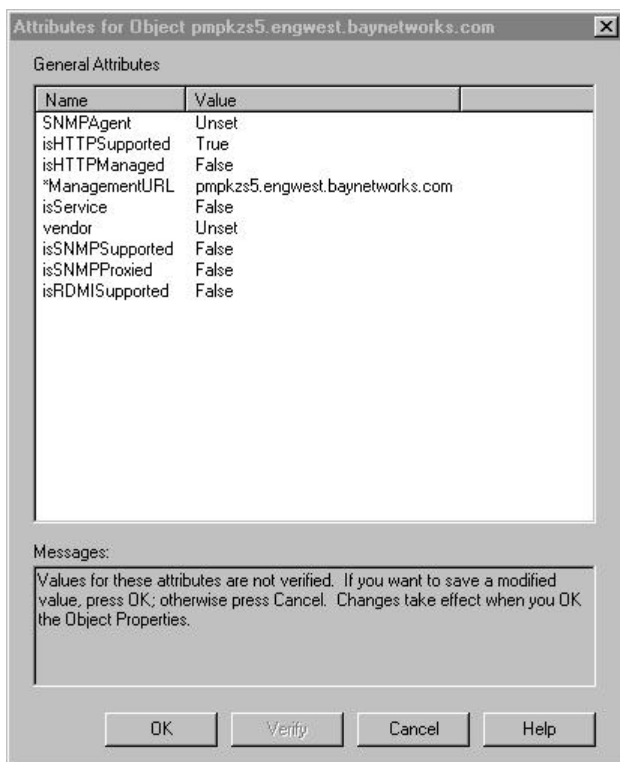


Figure 26 Attributes for Object dialog box

OTM configuration (OTM PC)

Refer to the Alarm Management chapter in *Using Optivity Telephony Manager* (553-3001-330) for information on configuring the OTM server to forward SNMP traps to HP OV NNM or other remote systems.

Appendix B: OTM Installation Quick Reference

Use the following quick reference as a checklist or reminder when starting a new OTM installation.

Meridian 1 Installation Requirements

Software and memory:

- ☐ Required X11 packages (296, 315, and 351 depending on applications being installed)
- ☐ Minimum of 48 MB of memory on the Meridian 1

For Ethernet connections:

- ☐ X11 Release 22 or later
- ☐ Release 24B or later is required for Data Buffering and Access
- ☐ IOP, IOP/CMDU or IODU/C cards for Options 51C, 61C, 81, 81C
- ☐ Ethernet AUI cables to be attached to each IOP (Options 51C, 61C, 81, 81C)
- ☐ NTDK27 Ethernet cable for Option 11C
- ☐ Transceivers to connect to the LAN
- ☐ Router

For PPP connections:

- ☐ Hayes compatible modem
- ☐ SDI port available on the Meridian 1 (configured for SCH only)
- ☐ Serial cable to connect the modem to the SDI port

For serial connections:

- ☐ SDI port available on the Meridian 1 (configured for SCH only)
- ☐ Hayes compatible modem for remote connection (optional)
- ☐ Serial cable to connect the modem to the SDI port

Programming the Meridian 1:

- [] Enable Name Option in LD 17
- [] Define Limited Access Password in LD 17
- [] For Serial communication: Configure a TTY with User = SCH in LD 17
- [] For Ethernet or PPP communication: Configure a pseudo TTY (PTY) with User = SCH in LD 17
- [] Configure Ethernet at the Meridian 1 in LD 117
- [] Define the Gateway (router) IP address on the Meridian 1 in LD 117
- [] Configure PPP at the Meridian 1 in LD 117
- [] INIT the Meridian 1
- [] Enable the new IP address (defined in LD 117) in LD 137
- [] Enable Database Disaster Recovery (DDR) in LD 117
- [] Set open alarm destination in LD 117
- [] Set up Data Buffering and Access in LD 177
- [] Set up filtering in the Meridian 1 to filter out information and minor messages

PC/Server Installation Requirements

Single (Stand alone) OTM Installation:

- [] 200 MHz minimum Intel Pentium II Processor or equivalent. Pentium II running at 300 MHz is minimum for Telecom Billing System application.
- [] 2 GB hard drive with 500 MB of free space
- [] 256 MB of RAM
- [] Ethernet Network Interface Card
- [] Windows 95, Windows 98, Windows 2000 Server, Windows 2000 Professional or Windows NT Workstation 4.0 or Server
- [] OTM Dongle
- [] OTM CD and Keycode
- [] Remote Access Service (RAS) (optional)
- [] Modem(s) for remote access (optional)
- [] Windows NT Option Pack 4 (for installation of IIS)

OTM Server Installation:

- [] 400 MHz minimum Intel Pentium II Processor or equivalent.
- [] 3 GB hard drive (1 GB of free space plus customer data storage requirements)
- [] 256 MB of RAM
- [] Ethernet Network Interface Card (second card optional, depending on configuration).
- [] PC COM port with 16550 UART
- [] Hayes compatible modem (optional)
- [] Windows NT Server 4.0 and Service Pack 5 or Windows 2000 Server
- [] Windows NT Option Pack 4 or Windows 2000 Server

- [] Windows NT 4.0 Workstation and Windows 2000 Professional
- [] Remote Access Service
- [] OTM Dongle
- [] OTM CD and Keycode
- [] Configure and test network interfaces
- [] Enable IP routing (if applicable)

OTM Client Installation:

- [] **Windows Client** - 200 MHz minimum Intel Pentium Processor or equivalent (300 MHz Pentium II required for Telecom Billing System application). **Web Client** - 160 MHz Intel Pentium Processor or equivalent.
- [] 2 GB hard drive with 500 MB of free space
- [] **Windows Client** – Minimum 64 MB of RAM (recommend 128 MB RAM for improved performance). **Web Client** - 32MB of RAM.
- [] **Windows Client** - PC COM port with 16550 UART
- [] Ethernet Network Interface Card
- [] Windows 95, Windows 98 Windows 2000 server or professional, or Windows NT Workstation 4.0 or Server
- [] **Windows Client** - Remote Access Service
- [] **Windows Client** - OTM CD and Keycode (no Dongle required)
- [] **Web Client** - Java Runtime Environment (JRE) 1.2.2_006 and Microsoft Internet Explorer 5.5 or Netscape Communicator 4.77, or Netscape Navigator 4.08

LAST PAGE